

Digesh TP

Sr. IT Helpdesk
Engineer & Acting
Team Leader

Contact

Address

Dubai

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AREAS OF EXPERTISE

Managing Clients



Excellent

Team building



Very Good

Incident & request
management



Very Good

IT Helpdesk



Very Good

Management Reports



Good

Package building



Very Good

Change Management



Total Thirteen Plus years of experience (which comprises of 9 years in Dubai and 4 years in Bangalore) in the field of Information Technology

Work History

2012-2022

Sr. IT Helpdesk Engineer & Acting Team Leader

InterTec Systems LLC, Dubai

Contribute to the success of customers business and assist in improving the overall customers experience with the team

Ensure that service levels are achieved in line with contracts and customer expectations are met or exceeded

Managing staff hiring, induction, training, and performance reviews.

Assigning work to team members to ensure timely and effective

Response to user needs

Managing servicedesk operations

Keep track of team KPI's. Manage dips in performance with adequate reinforcement plans proactively

Conduct / attend regular meeting with client & support teams on process reviews and updates

Provide regular reports to client and management and ad-hoc report as per request.

Prepare & maintain Service Catalog

Very Good

Resource management



Good

ITIL



Very Good

Performance & data
analysis



Good

Service improvement



Very Good

New process development
& implementation



Very Good

Process improvement



Very Good

Technical troubleshooting



Very Good

Skills

Time Management

Effective communication

Decision making

Staff training

Scope Management

Following up for response and resolution for all incidents

Overseeing incident management process and work closely with Incident manager

Service Continuity Plan

Collaborating with all teams to ensure all incident management protocols are followed

Responsible for acting as escalation point to expedite incident resolution.

Performed quality evaluations of Help Desk services and designing continuous service improvement

Analyzing call trend and Resource management and shift plans for Servicedesk engineers

Provided technical expertise to team when needed

2008- 2012

Technical Support Engineer & Asset Management

Manipal Universal Learning , Bangalore

- Worked with different client sites of Manipal with various technical expertise's.
- Experience in Virtual class systems for the ICICI Manipal Technology for the probationary employees from ICICI.
- Desktop related issues as well as applications for Manipal Global Educations
- Install, configure, and troubleshoot Desktops, Laptops , printers, scanners and other peripherals
- Experienced in Network printing and scanning
- Installing and troubleshooting in various Windows OS.
- Experienced with Printers[Inkjet(HP),LaserJet(HP),Label

Academic Qualification:

Bachelor of Computer Applications (BCA)

*Intellectual Institute of Management & Technology
– Delhi*

Diploma in Computer Science & Engineering

Board of Technical Education, Bangalore

+2 in Science from Board of public Examination, Kerala
SSLC from Kerala State Board

Professional Certifications

MCP

Pursuing ITIL certification

printers(Zebra)

- Managing Users, Groups via Active Directory users and computers
- Track and maintain an accurate inventory of all assets throughout their life cycle. Assets include but not limited to: copies of software licenses, warranties, maintenance records, all costs associated with asset and maintenance and support.
- Developing policies & procedures for effective asset lifecycle management (acquisition, deployment, utilization, de-installation, reallocation and disposal) of IT assets.
- Prepare the minutes of meeting and take care the required action against respective points which are discussed in the meeting. Coordinate activities, resources, equipment and information.